

When you Love Shopping Centers, it Shows

Dedicated to Our Communities, Our Tenants and Our Customers

Dear Tenants,

It excites me to see more and more of our tenants opening over the past couple of weeks, to see our parking lots become full again and the energy of bustling customers shopping from store to store for all of their essential and non-essential goods, dining in at restaurants and taking advantage of our common area seating. The effort all of you have put forth in getting reopened has not been lost on us and we appreciate all of your hard work, following the guidelines set forth by state, county and city all to help prevent the spread of COVID-19.

We surveyed our customers again to get their view on the safety measures stores and restaurants are taking and how it will affect their shopping behavior and what actions they prefer to feel safe. I hope you keep their feedback in mind when implementing the guidelines and possible extra measures you may take for the health and safety of the customer.

Shopping returns!

nearly **900**

community members and shoppers surveyed



What factors are most affecting our customers' decisions to shop again?

69%  If people are practicing social distancing

If staff is wearing masks  **66%**

50%  If the virus poses a risk to themselves

3.4

Likelihood that respondents would **go inside** their favorite store from 1-4, with 4 being most likely

All of the links below were previously sent to you as your area announced reopening. We wanted to be sure you had them at your disposal to ensure your location is following the guidelines which will aid in recapturing and building your customer base.

- **Illinois:**
 - <https://www2.illinois.gov/dceo/Pages/RestoreILP3.aspx>
- **California:**
 - Dine-In Restaurant Specific– OSHA Required Safe Reopening Plan guidance
 - <https://covid19.ca.gov/pdf/checklist-dine-in-restaurants.pdf>
 - <https://covid19.ca.gov/pdf/guidance-dine-in-restaurants.pdf>
 - Hair Salons and Barbershops Specific
 - <https://covid19.ca.gov/pdf/guidance-hair-salons.pdf>
 - Retailer Specific - Required Safe Reopening Plan guidance
 - <http://covid19.ca.gov/pdf/guidance-retail.pdf>
 - <http://covid19.ca.gov/pdf/checklist-retail.pdf>
 - Fitness Facilities – Requires Safe Reopening Plan guidance
 - <https://covid19.ca.gov/pdf/guidance-fitness.pdf>

Sincerely,



Sandy Sigal
President and Chief Executive Officer



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AN UPDATE REGARDING
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